



# DYNAMIC CLAIMS

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## 1. OVERVIEW

Diversity at Dynamic claims is expressed through management's commitment to equality and the treatment of all individuals with respect.

Dynamic claims is committed to developing a rich culture, a diverse workforce and a healthy work environment in which every employee is treated fairly, is respected and has the opportunity to contribute to the success of the company, while having the opportunity to achieve their full potential as individuals.

Diversity at Dynamic Claims refers to all the characteristics that makes individuals different from each other. It includes characteristics or factors such as religion, race, ethnic origin, language, gender, sexual orientation, disability, age, or any other potential factor of difference.

Dynamic claims understands that the wide range of experiences and perspectives resulting from such diversity promotes innovation and business success. Diversity management makes us creative, productive, responsive, competitive, and creates value.

## 2. SCOPE

This policy applies to all current employees of Dynamic claims, including full-time and part-time, contractual, permanent, and temporary employees and applies to job applicants.

## 3. COMMITMENT FROM DYNAMIC CLAIMS

We are opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When Dynamic Claims selects candidates for employment, promotion, training, or any other benefit, it will be based on their aptitude and ability.

We are opposed to any form of illegal and unfair discrimination. All employees, whether part-time, full-time, or temporary, will be treated fairly and with respect.

At Dynamic claims we are committed to:

- A workplace which is free from discrimination, harassment, bullying, victimization, and vilification.
- Treating employees fairly and with respect
- A workplace culture that is inclusive and embraces individual differences



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- Equal employment opportunities based on ability, performance, and potential
- Awareness in all staff of their rights and responsibilities with regards to fairness, equity, and respect of all aspects of diversity
- Flexible work practices and policies to support employees and their changing needs
- Attraction, retention, and development of a diverse range of talented people
- Equitable frameworks and policies, processes and practices that limit potential unconscious bias.

## 4. DIVERSITY PROGRAMS AND PRACTICES

To achieve a diverse and inclusive environment, we support the following programs and practices:

### A. Recruitment, Selection & Promotion

We recognize the value of recruiting, selecting, and promoting employees with different backgrounds, knowledge, and experience. Our recruitment and selection processes identify candidates with the most suitable knowledge, skills, experience, and personal values and as an equal opportunity employer, the recruitment processes are designed to promote equality.

### Remuneration

Our role grading and remuneration review processes actively consider equity in both grading and remuneration, and we will continue to develop strategies and initiatives to resolve any identified gaps.

### B. Career development and performance

Employees are encouraged to develop and progress their careers through opportunities that build capability, and all employees are supported to participate in career development conversations. Available opportunities for promotion and transfer are advertised to all employees to enable them to apply for roles and develop their career path. We encourage and reward excellence and performance is measured based on agreed goals to promote equity and remove bias.

### C. Talent and succession planning

Talent and succession planning are core practices within the organization and an annual process identifies high performing and high potential individuals across Dynamic Claims. Talented individuals are identified based on their performance and potential and divisional reviews ensure that talent and succession decisions are equitable, consistent, and aligned to diversity and equal opportunity principles across Dynamic. The talent and succession process is used to identify candidates for leadership development programs and gender diversity is a key consideration during candidate selection.<sup>2</sup>

### D. Equal opportunity training

All employees are required to attend Equal Employment Opportunity (EEO) training followed by a refresher session every two years to embed our EEO, Discrimination, Harassment and Bullying Policy. Each Manager is also required to attend Unconscious Bias training. This training raises awareness and encourages behavior that supports a work environment free from discrimination and harassment.



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### E. **Flexibility**

Our Flexibility Policy provides an equitable framework that enables employees to apply for flexible work arrangements, particularly employees with parenting, family, career, cultural and religious commitments. To ensure flexibility is implemented equitably, all managers are encouraged to support team members who require flexible working arrangements.

### F. **Gender diversity**

Gender equality at all levels of the organization is a key component of our Diversity and Inclusion Strategy. Increasing the representation of women at senior levels of management will remain one of our strategic priorities on an ongoing basis.

### G. **Employee consultation**

Employees are consulted annually through surveys, focus groups and forums to gain insight into potential barriers to diversity and issues and opportunities for further action.

### H. **Definitions Diversity**

is acknowledging understanding, accepting, valuing, and celebrating differences among people. Diversity occurs in areas such as gender, race, religion, sexual preferences, age impairment or disability, family responsibilities, marital status and status as a parent or career. However, it is not limited to these examples. Diversity also exists between individuals in the roles they perform, where they are from and their socio-economic status.

References The Diversity and Inclusion Policy is supported by various other policies, including: • Code of Conduct • Leave Policy • EEO, Discrimination, Harassment and Bullying Policy • Talent Referral Incentive Policy • Flexibility Policy